

What's Happening?

A NEWSLETTER

FOR THE MAINE MEDICAL CENTER FAMILY

Burton named EMS Medical Director

John Burton, MD, Emergency Medicine Research Director, has been named Maine EMS Medical Director, a post he will hold until March 2002. This is the first time a physician from Southern Maine has held this position. Dr. Burton will chair the Medical Direction and Practice Board (MDPB) and act as an ex officio consultant to Maine's Board of EMS. He will also participate in conferences with other State Medical Directors in the country, keeping a focus on New England.

The Medical Direction and Practice Board (MDPB) is designed to improve the emergency response for all Maine residents despite the state's mix of extremely rural and urban areas. The board is made up of six physicians who are EMS Medical Directors for their respective regions, the Maine EMS Director, and the Maine EMS Medical Director. The MDPB reviews and establishes pre-hospital practice for EMS providers from basic Emergency Medical Technicians to Paramedics, and has many other functions. This group is responsible for setting the scope of practice in the setting of pre-hospital care inclusive of medications, devices, protocols, etc.



Project Team members Marj DeSanctis, (left) Kathy Harris, Mike Collier, Sheila Parker, and Linda Wright work closely with staff on performance improvement. AV Photo.

Journey to Excellence continues its course

Maine Medical Center's Journey to Excellence is moving forward. The next transition for the initiative is to become an integral part of how we conduct business at MMC. Now is a good time to look at what has happened and how the Journey has progressed.

We have a lot to show for our effort and there are many potential opportunities left untapped. Our Project Team will carry forward with the difficult and ongoing work of performance improvement.

As a result of the work put in over the past year by hundreds of people, Maine Medical

Center expects to save \$2.4 million in expense reductions and an additional \$3.6 million in revenue enhancements this fiscal year. Nearly \$2 million has been invested in people and equipment to improve processes. The fear of layoffs did not materialize. In fact, some of the more successful projects to date have included additional staff to improve efficiency.

The new Cardiac Surgery Recovery Unit profiled in the last issue of *What's Happening* is an example of a successful Journey to Excellence project. It improved patient care and defined some

JOURNEY, SEE P.5

New servery to open soon

The long awaited opening of the new servery is approaching. Although the date has not yet been finalized, sometime near the end of May the servery will open its doors for staff to view. A grand opening ceremony is being planned to celebrate the many months of hard work on this project and to recognize the patience MMC employees have shown throughout the process.

It was not by coincidence that we chose a time for the opening when many employees are on vacation. We are hoping to have what they call in the restaurant business a "soft opening". The rationale behind the "soft opening" is to allow Food and Nutrition Services staff to become familiar with the new equipment, job layout, and traffic flow. They will need to work out the kinks -- hard to do with a crowded facility!

Supervisors are being asked to consider staggering their employees' lunch breaks the first week the new servery is open. As everyone becomes comfortable with the facility, staff will be better equipped to serve larger numbers of customers. In the meantime, the temporary servery will remain open for the first few days.

Food & Nutrition Services will work hard to make this a smooth transition. They look forward to working in the new facility. "As a manager, this is a very exciting time for me. When the new servery opens, we will have one of the most beautiful restaurants in Portland," says Beth Creeden, Manager of Cash Operations.



Outreach Education Council

presents

Developing Personal Presence & Influencing Outcomes:

Interpersonal Effectiveness in Professional Practice

June 2, Dana Health Education Center

featuring

Vicki D. Lachman, RN, PhD, CS, CNAA

President, V. L. Associates, Philadelphia

In order to impact practice and care decisions, nurses and other providers must possess the skills essential for personal effectiveness. Through discussion, participants will examine behavioral options for influencing outcomes, persuasive communication, and strategies for successful negotiation and agreement.

Dr. Lachman's expertise, coupled with her dynamic practical and thought-provoking style, will prompt immediate application for future performance. FMI, call 871-2290.

Research 2000: For a Healthier Millennium

Can you image your life without an aspirin for your headache or fever-reducing medicine for your sick child? We take these simple remedies for granted, but there was a time when these didn't exist.

Come to Research 2000: For a Healthier Millennium, the First Annual Research Forum, to learn more about how an idea gets through the process of scientific evaluation to clinical use. You'll learn why it's important for MMC to participate in "researching new ways to provide care", to help in the development of the treatments of tomorrow - to make a better life for our community and beyond.

The research forum will:

- showcase wide-ranging research activities by multiple disciplines at MMC
- stimulate new scholarly activities and scientific investigations within the MMC community
- encourage networking and collaboration across various disci-

plines and departments

- instill within the entire MMC community the importance of research

Research 2000 takes place Wednesday, May 31, and Thursday, June 1, in the Dana Health Education Center. Congressman Tom Allen will be the keynote speaker on May 31 at 0915 hours in the Auditorium. He will provide an update on the federal research agenda, the link of research to clinical care, and the current status of the prescription drug issue. Research 2000 will offer poster and oral presentations by MMC faculty on a wide range of research topics; a resource room will be open both days. Come by to learn about the administrative process, find useful websites, and ask questions. Please join Dr. E.J. Lovett on June 1 at 1300 hours in the Auditorium for a "Research Update".

For more information about Research 2000, call Jan Trott, 842-7137, or Tory Kinney, 842-7923.

Caring

TO MAKE A DIFFERENCE

What's Caring To Make A Difference all about? It's about people who make MMC special. It's about the folks who are quietly working hard each day to improve themselves, improve their departments, and improve the quality of life at MMC for everyone who enters our doors.



'ServSafe' graduates are prepared to serve us the best! AV Photo.

SERVSAFE Program Benefits Employees and Patients

Do any of us who eat our meals in MMC's Cafeteria or assist patients with their nourishment ever think about all that goes into preparing the nutritious, tasty, and perhaps most important of all, safe food we enjoy every day? The Food and Nutrition Services Department has taken an important step forward in their continued commitment to safe food handling by subscribing to the 'ServSafe' Certification Program, sponsored

by the National Restaurant Association Educational Foundation. There are currently 21 managers and cooks from all three of MMC's campuses who have completed the 20-hour course of study which is scheduled over a four-week period.

"We are so very proud of all of our employees who have completed this program. We want everyone to know about it", says Mary Keysor, Director

of Food and Nutrition Services. In order to provide the certification course here, MMC is required to have an instructor who scores 90% or higher on the certification exam. Gerry Goulet, Production Manager, who has been certified for five years, did just that! Last spring he traveled to Chicago where he received the necessary education that allows him to teach the course right here at MMC.

It is the goal of the Food and Nutrition Services Department to have all of the cooks and managers 'ServSafe' certified. This will occur over the next several months. Every one of Gerry's 13 students passed the exam. He says "This is a big deal for some of us who have been out of school for a while". The exam includes 80 questions and you need a score of 70 or better to pass. Instructors such as Gerry receive periodic updates, which they then share with those who have already completed the course. This way, staff always have access to state-of-the-art practices in food preparation and safe handling. When you visit the Food and Nutrition Services office on the ground floor of the Richards Wing, you will see the certificates of the proud graduates on the wall.

The following employees are 'ServSafe' certified. From the Brighton campus: Roland Gosselin, Mike Tardiff, Marc

Dunton, and Eddie Hammonds. From the Scarborough campus: Tom Allain. And from the MMC campus: Gerry Goulet, Paul Saucier, John Romano, Erlon Valliere, Dana Dery, Danny Cummings, Debbie Guild, Joe Barbeau, Greg Warming, Margaret Goodwin, Allie Diffin, Roger LeBlanc, Clara Pellicchia, Thomas Fournier, Tracy Young, and Tina Sprague.

There are many rules of safe food handling that are important, especially when serving patients who are already in a compromised state. The course has many objectives and covers the spectrum from buying, receiving, and storing, to serving and re-therming food if necessary. Did you know that the danger zone for food is from 41°

to 140°? In other words, the thousands of pounds of food handled and prepared here in a day must be kept refrigerated at or below 41° and served at a temperature no lower than 140°. As you can imagine, this is no small task. There are also very strict guidelines that prescribe how quickly food must be brought from a frozen or refrigerated state to serving temperature. The Food and Nutrition staff involved in food preparation here monitor and record food temperatures **before and after** every step of the preparation process. Wow!

Whether it's an egg salad sandwich from the sandwich bar or a baked chicken dinner for the patient, our cooks know exactly where the ingredients have been, for how long, and at what temperature from the point of delivery all the way to becoming a meal. Every batch of food that goes through the kitchen's cook-

chill process includes a 'ghost pack'. This gives Gerry and his staff a sample for accurate follow up and testing in the case of a complaint regarding possible food contamination.

All of this strict attention to detail has proven benefits: in the 15 years that Gerry has been here, there has not been a documented case of food contamination for a patient, staff member, or visitor. Food and Nutrition Services staff work closely with both Gwen Rogers in Infection Control and Roger Boyington from Engineering. Gwen and Roger are part of the hospital's HACCP team (see insert). Food and Nutrition Services contracts with an outside laboratory that specializes in food testing to do quarterly audits and site of the food handling practices in the kitchen. They follow guidelines set by the U.S. Public Health Services Food Code Book 99.

Gerry and his staff take their responsibility very seriously. After all, they are cooking every day for their 'workplace family and friends!' Thanks for *Caring To make a Difference* in the meals you serve to all of us!

You Can Hear a Smile

When dealing with customers, clients, or vendors on the telephone, be sure to smile! Studies show that customers will hear the difference. They'll be more likely to respond with a smile of their own and possibly be more apt to meet your need!

Source: *Get Smart!* By Rieva Lesonsky

What is HACCP?

Hazard Analyses and Critical Control Points, commonly referred to as HCAPP, is a science-based, industry-managed, process control approach to safety. It was begun in the 1960s as a collaboration between the Pillsbury Baking Company and the National Aeronautics and Safety Administration. The process starts with a systematic analysis of all of the steps in a production system. The analysis is then applied to the production steps to determine the points at which threats can become hazards. The HACCP established policies



and procedures to eliminate threats and make procedures stable. In the case of food operation, it ensures that each food product is safe for consumption. When JCAHO surveyors visit the Food and Nutrition Services Department, they will ask, "How does your hospital ensure that food and nutrition products are wholesome and safe?" A good response is to describe the work of the hospital's HACCP team.

This is yet another way Gerry Goulet and all the staff who prepare our meals show their commitment to all of us!

Take a walk -- the AHA Heart Walk

**Saturday, May 20
Deering Oaks Park**

Registration: 0830-0930 hours

Walk: 0930 hours

Health Fair: 1030 - 1400 hours

MMC and Hannaford are sponsoring this year's American Heart Association's Heart Walk. This annual event educates the community about cardiovascular disease -- the leading cause of death in this country, raises funds to support the work of the AHA, and provides the community with cardiovascular disease prevention information.

MMC has made a tremendous commitment to cardiovascular disease through our patient care, education, and research efforts. We are eager to have as many employees as possible get involved in this fun event that supports our work.

How you can get involved **Become a company leader**

We need motivated staff to help recruit others to join the MMC walk team. If you'd like to be a company leader, call Kevin McGovern at 871-2923.

Walk with us

We'd like you and your family members and friends to join us for the walk. Each walker will receive a free T-shirt. To sign up, call Avery Kamila at 871-2196.

Participate in the Health Fair

MMC will have a major presence at the Health Fair following the walk. Our staff will provide a blood pressure screening and massage, exercise, and cooking demonstrations. If you have heart-healthy information or a demonstration to share with the community, please call Avery Kamila at 871-2196.

Volunteer for events that raise funds for children's services

The Barbara Bush Children's Hospital at Maine Medical Center organizes events each year to raise funds for programs and services. The success of these events relies heavily on volunteer participation. Your help is needed! To volunteer, please contact the CMN office at 871-2101 or e-mail Don Richard at richad@mail.mmc.org. Each volunteer receives a stellar Barbara Bush Children's Hospital t-shirt!

Volunteer to help insure the success of these events:

Saturday, June 3, & Sunday, June 4: The annual Children's Miracle Network Broadcast held at the WGME studio at 1335 Congress St.

Sunday, June 4: The Children's Miracle Network at the Old Port Festival on Federal St. between Exchange and Pearl. An event which will raise around \$7,000 this year!

June 28: Century Tire/BBCH Day at the Sea Dogs. 20 volunteers are needed to help sell raffle tickets on game day. Free admission to the game for all volunteers!

August 6: \$10,000 Miracle Raffle, winner drawn. Volunteers are needed to help sell tickets, between now and August 6. Only 250 tickets will be sold, each ticket costs \$100. Buy a ticket by yourself or with a group of friends.

JOURNEY, FROM P. I

key new roles for staff who will manage the unit.

The addition of a holding room in the Catheterization Laboratory has greatly improved efficiency and the patient experience in the labs. Patients previously had to wait in the lab itself, which tied up the lab and delayed the next case. The holding room provides a secure place for patients to wait and allows the next case to get started.

More than \$1.2 million of the Journey to Excellence savings have been accomplished in the Supply Chain project. The hospital is saving money on everything from pens to cardiac stents. These savings benefit everyone. Money saved on supplies and equipment is money that does not have to be saved in salaries. Investments in other improvements are also made possible through these savings.

Another form of success is revenue enhancement. Final plans should be approved soon to make changes in how charges are "captured" and insurance pre-approvals are obtained. Additional revenue that MMC will receive will more than cover the incremental staffing cost.

A new inventory and charging system for patient care units will be trialed over the next few months on R5 and ASU. The PAR-EX system provides automatic capture of charges for patient items and automatically keeps the inventory at the right level.

Other projects still in the works cover such areas as selection and hiring, capture of IV charges, a pilot project in hemodynamics, redesign of the imaging process in Radiology and additional purchasing ideas.

Over the next few issues, we will profile these projects and more in greater detail.

Celebrating an essential profession

MMC's Emergency Department celebrates National Emergency Medical Services week May 14-20, recognizing the various levels of Emergency Medical Technicians.

Basic EMTs are licensed to give basic emergency first aid (immobilize a patient, administer oxygen, control bleeding). The Intermediate level may establish IV lines, intubate, and monitor cardiac rhythms. Paramedics, the most advanced level, are licensed to establish IV lines, administer medications, intubate, monitor cardiac rhythms, and perform defibrillation or other advanced procedures.

The Regional Emergency Medical Information System is located in MMC's ED and is the entry point for patients brought here by ambulance. REMIS notifies the ED of incoming ambulances -- alerting the trauma team as necessary, coordinates transfers to MMC, and handles disaster management. REMIS is staffed 24 hours a day

by EMT, some of whom are Paramedics. EMS training focuses on patient assessment, emergency care, and transport to the hospital; the skills taught to EMS personnel are vital to what REMIS is all about.

Last year, REMIS handled more than 16,000 calls. Most come by radio, but a fair amount come by cell phone. REMIS notifies ED staff and the trauma team depending on whether incoming patients are direct admits, or are in non life-threatening, life-threatening, or potentially life-threatening situations.

REMIS staff are the liaison between EMS personnel and the ED. Medications and supplies used while transporting patients (cannulas, IV supplies, ET tubes, etc.) are resupplied by REMIS to EMS providers. REMIS technicians also coordinate with the Cardiac Catheterization Lab when patients fitting criteria for cardiac studies are expected.

REMIS coordinates approximately 500 patient transfers a

year, including adult and pediatric trauma and neurosurgical transfers from other facilities. They work with SCU, NICU, and MEDCU when the Angel 1 truck transports pediatric and neonatal medical transfers from other hospitals to MMC.

An important REMIS function is coordination of patient distribution when there is a disaster. If there are multiple patients from a car or boating accident, etc., in greater Portland, the ambulance notifies REMIS, estimating how many patients there may be. REMIS works with the ED attending physician and other hospitals to decide how many patients will go to each facility, maintaining open communication with the scene and involved hospitals all the while.

As if REMIS technicians are not busy enough, they also take all phone calls for the Maine Poison Center, handling more than 26,000 calls in 1999. For more information on EMS or REMIS, please call 871-2950.

Participants needed for endometriosis treatment study

If you have endometriosis, you may qualify for a medically supervised study to learn whether a new investigational drug can relieve pain faster and with fewer side effects than a standard drug that is currently used to treat endometriosis.

To qualify you must:

- Be between the ages of 18-45
- Have regular menstrual cycles (*every 20-40 days*)
- Have been diagnosed with endometriosis within the past 2.5 years
- Currently have pelvic pain or painful periods

For more information call:

Helen Cyr- Alves, 842-7911, or Judy DeMena, 842-7100

Maine Medical Center Research Institute, Endocrine Research Program

Do you have diabetes?

Volunteers are needed for a physician-supervised research project to evaluate an investigational medication which may be useful in treating non-insulin dependent (Type 2) diabetes.

Qualified participants will receive the following evaluations at no cost:

- physical exams
- electrocardiograms
- laboratory services
- glucose meters
- dietary counseling
- study medication

Compensation is available for time and travel.

For more information, call:

Maine Medical Center Research Institute
Clinical Research Division, Clinical Trials Center,
842-7100

Marketplace

In order to ensure that everyone has an opportunity to use the Marketplace, ads may be placed *once only*. Repeats will be permitted only on a space-available basis.

FOR SALE

Sprint PCS Qualcomm phone w/AC charger. Perfect condition. Changing phone services. \$25. Call 771-7922.

Eastern Prom Condo. \$150K. Deck view of Casco Bay/Islands. 2-3 BR, Victorian style, hdwd flrs, W/D, D/W, new gas furnace & hot water. 1600 + sq ft & storage. Call 766-2490.

Brand new Bunn coffee brewer w/ two warmers & two coffee pots. Never used. Asking \$200. Call 772-4444.

1990 Ford Taurus wagon with 3rd seat, power everything, one owner, 110K miles. \$1,900 or BO. Call 883-6914.

1973 Pontiac luxury LeMans, 350 V8 engine, 85K miles, blue, good condition. \$2,000. Call 780-8623.

Custom, navy blue queen-size bed w/ bookcase headboard, matching nightstand. Simmons Beautyrest mattress. \$450. 797-0057.

1993 Dodge Grand Caravan SE. PW, PL, cruise, a/c, tilt wheel, tinted glass, AM/FM cassette, sports wheels, rear wiper & defroster, roof rack. Extra seat incl. V. good cond. 96K miles. Inspected 4/2000. \$4,500. Call 892-9355 eves.

1993 air conditioner. 5,000 BTUs. Excellent cond. \$70. White range hood, like new. \$20. Call 729-0942.

Alto saxophone. Reynolds. New, only played 6 times, willing to let it go cheap! Value \$800 - \$900, make an offer. Call 780-4784.

Foos-ball table. Excellent cond. \$250. Call 797-0057.

FOR RENT

3 BR, HDWD flrs, beautiful woodwork & stained glass. Tiled BA & K. New K. Parking, garage. Near USM

on dead end street. Near MMC. \$1,300/mo. + utils. Available July 1st. Call 780-6557 or 774-1753.

Miramichi River salmon fishing lodge, New Brunswick, CA; built 1999. Exceptional fishing; great family vacation; sleeps 8-10. Call 799-2190 or fax 767-6195.

4-season cottage on Embden Pond. 1 hr. 45 min. from Portland & min. from Sugarloaf. \$550/wk for June. \$725/wk July & August. Other rates avail. Call 797-6025.

Large 3 BR in historic building, West End. Original moldings, HDWD floors, porch. 1 off-street space avail. NS/no pets. \$1,100/mo. Call 617-930-4311.

241 Walton St. off Stevens Ave. Duplex w/4 BR, 1 1/2 BA. Renovated w/D/W, W/D hookup, new carpet. Parking. \$1,100/mo., no dogs, NS. Available 6/15. Call 828-4401.

2 BR apt, 3rd fl., 1 block from Eastern Prom, Casco Bay. Yard, porch, laundry in building. \$700/mo. incl. utils. Avail. June. Call 541-7503 days or 878-5708 evenings.

Well maintained 2 BR lakefront cottage. Private. Small lake just 10 miles from Portland w/ good swimming. Avail. weekly in June, July, August, October. \$635/wk. in peak season. Call 772-1843.

Lovely spacious 4 BR, 1 1/2 BA home in Portland (Stroudwater), less than 3 miles from MMC. 1--2 rooms avail. June - August (or just June). We're gone June, and out during July & August. \$400/mo. Call 874-4057, leave message.

Sunny, spacious 3 BR on quiet family street in Woodfords area. Owner-occupied. HDWD floors, fireplace, garage. Lease. Avail. 6/1 or 9/1. \$800+ utils. Call 780-4602.

2 BR 2nd flr apt, tiled K counters, HDWD fl, LR, DR, tiled BA, yard, garden, quiet street, East End. W/D in basement. \$875/mo. + utils, starting 6/1. Call 228-7356.

The deadlines for announcement-length items and **MARKETPLACE** are

May 24 for the June 7 issue

and

June 7 for the June 21 issue.

All items must be in writing

and may be sent by

interoffice mail to the Public Information

Department, by e-mail to FILIPL,

or by fax to 871-6212.

Camp w/ROW to Sebago Lake. Quiet, private road. 2 BR w/loft & porch w/view of lake. Sleeps 8. \$475/wk. Call 767-3000.

ROOMMATE WANTED

Single F, NS to share furnished Cape in OOB. Located on public golf course, 15 min. to beach. \$650/mo. + 1/2 utils. Call 706-327-9224.

Responsible M/F for West End 3 BR apt. ASAP. 15 min. walk from MMC. \$375/mo. + 1/2 utils., sec. dep. Must get along w/2 cats. Call 871-6279 or 415-2538.

Seek 2 M/F for June 30. Lg. 3 BR 3rd flr. apt. across from Westgate Plaza. Lg. K, DR, LR. Sunny. Split \$700/mo. + utils. Oil heat, fixed rate of .66 cents/gallon. Call 828-0175.

CHILD CARE

23 YO college grad seeks nanny position (ASAP thru mid-Aug.). 10 years + exp., great refs., car, love kids! \$12 - \$15/hr. Call 829-3878, leave message.

WANTED

MMC resident & spouse seek house or duplex to rent starting mid June. Near MMC, 2+ BR & WD hookup. 2 cats. Call 610-967-2651 or e-mail kevinM@ot.com.

Perennials. Help enliven my new garden! Call 846-9583.

What's Happening?

at Maine Medical Center

- All month** **Healthviews.** Comm. TV Network TV 4, Thursdays, 1400 and 2000 hours; Fridays, 0700 hours.
- May 20** AHA Heart Walk, 0930-1400 hours, Deering Oaks. Call 871-2196.
- June 9** Honor Night.
- June 17** FirstCare Safety Fair, 1000--1400 hours, MMC Brighton.

MMC has a toll free number

People calling MMC for information or to make appointments can now call our new toll free number. Dialing 1-877-339-3107 will put callers in touch with the MMC switchboard, where the operator will direct calls to the appropriate department.

This new toll free number is accessible from anywhere in the country and will help callers easily reach the services they need. Please provide this number for all hospital transactions unless you have a department-specific toll free number to offer your patients or customers.

☐ Change name or address as shown on address label.

☐ Remove my name from your *What's Happening?* mailing list.

Please return this address label in an envelope to the Public Information Department.

Get an employee discount on a cell phone

Learn how you can benefit from the corporate benefits of Verizon Wireless Analog or DigitalChoice phone service. A Verizon rep will host information tables at each campus from 1000 to 1400 hours on the dates below. Special employee plans are available.

May 17 at MMC Bramhall Campus

May 18 at Brighton Campus

May 19 at MMC Scarborough

Greater Portland Asperger's Syndrome Parent Support Group *for parents of children with Asperger's Syndrome*

First meeting to be held

Tuesday, June 6, 1900-2100 hours, Dana Center

FMI: contact

Asperger's Association of New England, 617-527-2894,
or Barbara Wirth, 774-2313

Camp Sunshine: A retreat for critically ill children and their families

A unique program offering recreation, group support, and on-site medical support. Care provided by Maine Center for Diabetes staff during Diabetes Week, May 21--26. MMC provides tertiary care when needed. For more information, contact Camp Sunshine, 207-655-3800 or email retreat@pivot.net

Call K-A-F-E (x5233)

You'll hear the soup, hot entree, heart healthy, and vegetarian choices, and the grill offerings for the day in MMC's Cafeteria.

What's Happening is published every other week at Maine Medical Center for members of the hospital community and for friends of the institution throughout Maine and northern New England. Comments, questions, and suggestions may be addressed to the Office of Public Information, MMC, 22 Bramhall Street, Portland, Maine 04102-3175. (207) 871-2196. Editor: Wayne L. Clark.

What's Happening?

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